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Intelenet Commission

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## ONE-ON-ONE WITH RAY EWICK, DIRECTOR, INDIANA STATE LIBRARY

Brad Wochomurka, a DePauw University journalism student on a summer internship with Intelenet Interviewed Ray Ewick, Director of the Indiana State Library in July. They discussed videoconferencing in the state and the INSPIRE program. Following is the second part of that interview (Part I, about public access terminals and the "digital divide," can be found in Intelenet's Summer newsletter, available on accessIndiana at www.IN.gov/intelenet).
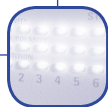
Brad: At the July Intelenet Commission Annual Meeting, you spoke about video conferencing and people participating in meetings via videoconference. Can you tell me a little bit about the developments in video conferencing?

Ray: We have established a small pilot videoconferencing network with 18 units in 16 public libraries across the state. Our purpose is to try to get a videoconferencing unit within an hour's driving distance of anyone in the state.

Part of the function of these videoconferencing units is to help train librarians in administration programs, changes in the law, bookkeeping and budgets. Another part of the function is to train trustees.

During meetings, you can use documents and send them back and forth via an IP Internet connection. You can mark documents and everyone sees what you're talking about. You can also do Microsoft PowerPoint presentations. It really gives you the power of computing during your meeting.

For the Indiana State Library's 175th anniversary celebration in February, First Lady Judy O'Bannon presided over the groundbreaking for the library remodeling. We tied into Ft. Wayne and Evansville, and more than 100 people were able to see Mrs. O'Bannon via the videoconferencing system. That was one of the first times that people from one end of the state to the other have interacted with an audience in Indianapolis.

Brad: How does videoconferencing save time and money while allowing more people to participate in meetings? How is the Indiana Telecommunications Network (ITN) being used by the state in this capacity?

Ray: Going back to the training I was talking about, for 239 public libraries, there are around 1,500 trustees who have the responsibility for providing library service in their district. Part of the Indiana State Library's job is to help train them. To do this we have always had to do what we called "dog and pony shows" where we would drive around to different places all over the state doing one workshop after another.

In May, we were able to use videoconferencing to conduct workshops with 10 different locations interactive and online all day. People went to places closer to home, such as Ft. Wayne or Evansville, instead of driving to Indianapolis. We provided a staff person at each location to assist and field questions. Videoconferencing made these workshops so much easier and less time-consuming for all participants. And in the business sense, that time is money.

In addition, the state, through the Division of Information Technology (DoIT), has purchased five videoconferencing units, and wants to make these units available for state agencies to conduct similar workshops.

DoIT wants to work with our 18 units as well, but it's difficult because each library is its own independent authority, and their conference rooms are often booked solid. One problem we often face is that we may have two or three individuals who want to take a distance-learning class, for example, and videoconferencing would be the easiest way to go about it. Yet, booking a 50-person conference room for just a few people is inefficient, so I'm working with the Indiana Higher Education Telecommunication System (IHETS) to find a solution to situations like this one.

DoIT Videoconferencing Locations
Indiana State Police Post, Lowell (Lake County)
Indiana State Police Post, Ft. Wayne (Allen County)
Indiana State Police Post, Evansville (Vanderburgh County)
Madison State Hospital, Madison (Jefferson County)
Indiana Government Center, Indianapolis (Marion County)

Brad: INSPIRE is an online search engine of periodicals and databases, among other things, that allows individuals within the state of Indiana to access information from libraries and other agencies within the state. Would you say that INSPIRE has been a success thus far and, if so, what are the advantages of using the virtual library?

First Lady Judy O'Bannon and Director of the Indiana State Library Ray Ewick dedicate the renovated State Library Building.

Ray: I know it's been a success. I've never seen public, academic and school librarians come together and agree on anything as quickly and work together as quickly as they have in supporting INSPIRE. There is professional commitment across all types of libraries. They don't talk about "my library this" and "my library that." It's more about, "what can WE do with this?"

We started INSPIRE in 1998, and over 53 million pages of full-text articles have been downloaded since then. We like to call INSPIRE Indiana's virtual library. We began by securing funds from the legislature, and then we licensed commercial databases. Many states and libraries license commercial databases, for which they pay a user fee for a certain period. Our approach was to license the databases to all Internet users from any terminal in the state of Indiana, instead of licensing them for the state library, school libraries or all libraries. We were unique in that approach. We're not paying for people in Florida or California to use INSPIRE—only those in Indiana.

Representatives from many different public, school, university and other libraries came together to form a steering committee to select the databases and set general policies. They decided upon the databases based upon the areas of information that INSPIRE needed, such as general periodicals for the public, medical journals for doctors and law journals for law students.

Our goal is to add more local Indiana content to INSPIRE. For instance, the Indiana Humanities Council has a grant to develop an online Indiana encyclopedia. We would also like INSPIRE to have an Indiana memo collection.

What INSPIRE helps teachers do most, though, is facilitate the transfer of information from many other "teachers" before them—like Lincoln, Franklin and Jefferson. All of the information educators need is out there somewhere. Teachers just need to know where and how they can find it. INSPIRE has helped, and we hope will continue to help, with that search.

[1.]For more information about videoconferencing for state agencies and higher education, please see the Spring 2001 issue of Infostream Online, a publication of the Indiana Higher Education Telecommunication System (IHETS), at www.ihets.org/learntech/publications/infostream.

CATCH THE USF WAVE

The Schools and Libraries Division (SLD) released several funding waves in the past two months, approving the majority of Universal Service applications for the Intelenet Commission. These applications represent Year 4 Universal Service Fund (USF) discounts for schools and libraries across Indiana. Intelenet will mail letters to schools and libraries to confirm USF discounts for the current funding year (1 July 2001 to 30 June 2002).

The Intelenet Commission is currently collecting the mandated Federal Communications Commission (FCC) Form 479s from each school and library that has a connection to the Indiana Telecommunications Network so that USF discounts can be applied. The SLD has required this form to satisfy requirements stemming from the Children's Internet Protection Act (CIPA). If you have not submitted a Form 479 to Intelenet, please contact Geoff DePriest at 317.234.1619 for more information.

GOVERNMENT AT THE SPEED OF BUSINESS

Secretary of State Sue Anne Gilroy and *accessIndiana* have teamed up to bring businesses and citizens a new Web application, available through Business Services Online, that will make dealing with the state less time-consuming and more cost-effective than ever.

"In today's fast paced business environment, government must find ways to become responsive to the needs of constituents," said Secretary of State Sue Anne Gilroy. *"I am excited that our new UCC Online system provides customers with the ability to access vital information and conduct business at any time of the day or night from their homes or offices. What is truly great about this service is that customers can access almost all the same information via* accessIndiana *as they would by visiting our office."*

Under the Uniform Commercial Code (UCC), lenders and other entities must file financing statements and other documents with the Secretary of State's (SOS) office to perfect their UCC security interests and liens when they make loans. Revised Article 9 (RA 9) of the Uniform Commercial Code that took effect on 1 July 2001 made the SOS office the central filing office for UCC documents. Many UCC filings moved to the SOS office on 1 July 2001, while filings for farm products and equipment will move to the SOS office on 1 July 2002. The revised code drops the requirement for personal signatures on UCC filings.

UCC filings to perfect and secure financial interests in collateral, including consumer goods, inventory, and business equipment and others, may now be completed using Business Services Online. Filings on consumer goods include goods used for personal, family, and household use, and were formerly filed locally at county recorders' offices. Filers should continue to file financing statements on farm equipment and farm products at the office of the county recorder until 1 July 2002, when these filings must be submitted to the SOS office.

County recorders will continue to have the exclusive responsibility for individual UCC filings to protect financial interests in land records covering fixtures, and for those legal documents affecting title to real property. According to Joe Dierdorf, Clay County Recorder and president of the Indiana Recorder's Association, county recorders will continue to accept all filings for real estate and fixtures brought into their offices.

The new application will have the most impact on banks and law firms, which will gain instant access to lien documents and will be able to submit real-time UCC financing statements online, services that many use every day.

"These new programs are very efficient," said Tara Bingham, a paralegal with the Indianapolis law firm Barnes & Thornburg. *"They have saved me time, and a few headaches!"*

According to Bingham, the information available online is more current than it was with the paper system. Also, many of the searches she performs are urgent, and the convenience of the online service is a huge time-saver for her firm.

"Now I can see a UCC within days of its filing instead of waiting a month," added Bingham. *"This program helps Barnes & Thornburg service its clients more efficiently."*

Logical navigation and online help make these new services easy to use and understand. Built-in validations ensure that filers are compliant with Revised Article 9; for example, a filing on an organization must include the organization's exact legal name, which is searchable on the site, and is a required field for submitting the online application. Frequent users will enjoy "personal profiles" that collect and store their filing information for easy retrieval every time they log on.

Business Services Online is more economical for the user. To request an official UCC search certificate by phone or letter, the fee is $5.00, and takes two business days. Paper UCC filings cost between $4.00 and $8.00. *accessIndiana* subscribers pay a fee of just $3.00, and can download the search results instantly.

The annual fee for an *accessIndiana* subscription is $50.00 for up to 10 users per organization or household, who are each assigned individual passwords. Users who wish to perform searches only may use a credit card. Business Services Online is available at www.sos.IN.gov For further information please contact Heather Sewell, Director of Business Services for the Secretary of State, at 232.6584. Contact information for county recorders may be located on the Indiana Recorders' Association Web site at www.in-map.net/Recorders/recorderstofc.html.

So Many Services . . .
Business Services Online enables users to do the following:
- Browse the UCC database
- View and print image copies of UCC filing documents
- Get official UCC search certificates
- File RA 9 compliant UCC financing statements and amendments
- Search business entity names
- View and print complete business entity information
- Check name availability
- Acquire official certificates of existence
- Order business entity documents

HOOSIER TAXPAYERS MAKE DOR #1! The Indiana Department of Revenue (DOR) tied North Carolina for first place in the Center for Digital Government's 2001 Digital State Survey in the Taxation/Revenue category. Among reasons cited for the number one ranking were increased use of I-File for state tax returns, and 2D-barcoded returns that can be downloaded from DOR's Web site at www.IN.gov/dor and processed 18 times faster than before. More than 34,000 citizens chose I-File over waiting in line at the post office at a quarter 'til midnight. Filing taxes may never be completely painless, but now it's faster and easier than ever!

EAT SUPPER IN PEACE by liberating yourself from unwanted telemarketing calls. Attorney General Steve Carter has unveiled the new Telephone Privacy List. To get your telephone number on the list, simply visit the attorney general's Web site at www.IN.gov/attorneygeneral/telephoneprivacy/Index.htm and complete the online form. Telemarketing companies are required to purchase this list of citizens who do not want these telephone calls. Citizens can sign up for the service free of charge.

AND SPEAKING OF THE ATTORNEY GENERAL, the very popular Unclaimed Property Database has been enhanced to allow citizens to complete their applications for unclaimed property online before printing and mailing the form to the attorney general's office. From money left in savings accounts to uncashed gift certificates, this site, at www.IN.gov/attorneygeneral/ucp/index.htm, can help you find and recover property that is rightfully yours.

EVERYTHING YOU NEED TO KNOW about your Indiana state government can be found on the Indiana Department of Administration's (IDOA) State Information Center Web site at www.IN.gov/sic/index.html. Use this site to find everything from state employee telephone numbers and e-mail addresses, to the words to Paul Dresser's famous song, *On the Banks of the Wabash, Far Away*, which the Indiana General Assembly adopted as the state song in 1913. From information that's been etched in limestone for decades, to the most recent updates ticking across the wire, the State Information Center's got it. Este Web site también está disponible en español.

TAKE IT TO THE LIMIT by avoiding construction zones in Indiana. The Indiana Department of Transportation (INDOT) has you covered with detailed maps and descriptions of current construction projects, updated weekly, at www.IN.gov/dot/indot_roads.html. Whether you're headed out on Interstate highways or just toolin' around on state roads, this Web site can provide you with the information you need to steer clear of those ubiquitous orange cones.

ROLLIN' ROLLIN' ROLLIN' . . . The awards keep rolling in for *accessIndiana*. The latest is a Brown University study of government Web sites that ranks Indiana first among the 50 states in providing e-government services to its citizens. The study, conducted through the Taubman Center for Public Policy looked at more than 1600 Web sites to evaluate the variety and quality of electronic services they offered. Sites were ranked based upon information and service availability, quality of citizen access, and amount of useful material that would help citizens hold leaders accountable. To find out more, go to www.brown.edu/Administration/News_Bureau. Also, the Great Lakes Information Network, a Web site that provides information about the binational Great Lakes-St. Lawrence Region of North America, honors *accessIndiana* as the September Web site of the Month. Move 'em on, head 'em up and roll on over to www.great-lakes.net/news/sitemont.html to read all about it.

GET SSACI !

The State Student Assistance Commission of Indiana (SSACI) and *accessIndiana* have developed a suite of online services to help college-bound and college students with grant, scholarship and work-study information.

These services, eStudent, eGRADS, Scholar Track and CHIPS are interactive, password protected, and available on SSACI's Web site at www.IN.gov/ssaci to students, parents and counselors at Indiana's high schools, colleges and universities.

In addition to applications available through *accessIndiana*, SSACI has developed other Web-based programs, iXchange and WERRS, to assist students, colleges and universities.

"accessIndiana and SSACI have forged an educational e-partnership with students, high schools, colleges and universities," said SSACI's Executive Director David Perlini. *"We like to think that these services have given new meaning to 'best in class.'"*

eStudent
College students often want to know how much state aid they have received, how much they are still eligible for, and what award they might receive if they transfer to another college. SSACI's eStudent is a Web-based application that enables Hoosier students to view their award history, check on problems with their financial aid applications, and change their college choice.

eGRADS
SSACI uses data supplied by college students and their parents to assess students' needs for state financial assistance and to notify them and colleges of that aid through its in-house Grant Reporting And Delivery System (GRADS). eGRADS is a Web-based version of this application that enables financial aid offices at nearly 100 colleges and universities to access the most current state award data on their students, including the status of their financial aid applications.

Scholar Track
SSACI's Office of Twenty-first Century Scholars needs to know the "where, when, and what" of students and parents being served by its early intervention strategies. The Scholar Track system is a Web-based application that enables staff at 16 sites covering all counties of the state to enter data on and track the progress of high school students enrolled in the scholars program.

CHIPS
SSACI provides increased aid to high school students earning an Academic Honors Diploma (GPA of 3.0) and to Core 40 graduates (GPA of 2.0). CHIPS—Core 40 and Honors Internet uPdate System—was developed as a Web-based application that allows high school counselors at 373 schools to compile lists of over 36,000 Honors and Core 40 graduates. The data is used to update SSACI's Grant Reporting And Delivery System and is disseminated to Indiana colleges and universities.

iXchange
Because of the large amount of confidential student data exchanged with colleges and universities throughout the academic year, SSACI developed of system of encrypting data using PGP, or "Pretty Good Privacy," and transferring that data via file transfer protocol (FTP). The Web-based application iXchange, which stands for "information eXchange," replaces both PGP and FTP by exchanging data over secure Internet servers, thus eliminating processing steps and increasing efficiency for the staffs of nearly 100 colleges and universities.

WERRS
SSACI's work-study program provides a unique opportunity for college students to earn money during the summer or during college. To maximize the benefits of the program for both students and employers, SSACI uses the Web-based application WERRS—Work Experience Resume and Referral System. This system allows SSACI to match students with particular skills, as described in their online resumes, to employers needing those skills. This service is limited to students receiving need-based financial aid.
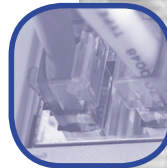
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